



Eliciting Project Requirements Workshop



› Fissure: n. (Geological): A breakthrough

Eliciting Project Requirements

2 days -14 PDUs

This interactive workshop targets professionals who want to improve their ability to translate customer needs into project requirements. Using a case study approach combined with checklists and templates, the course explores different categories of requirements and which requirements elicitation techniques work best for different stakeholders and types of projects. Participants learn to frame the project by understanding the problem, documenting the business need and by ensuring the project is traceable to this need. This program covers the IIBA® knowledge areas of Enterprise Analysis, Requirements Management and Planning, and Requirements Elicitation, Requirements Analysis and Documentation, and Requirements Communication.

Topics You Will Learn & Practice:

INTRODUCTION

- Review course objectives and agenda
- Review course approach
- Participant/instructor introductions

BA FUNDAMENTALS & OVERVIEW

- Elicitation challenges
- Introduction to IIBA
- Review Key Knowledge Areas
- Business analysis defined
- BA roles and responsibilities
- Requirements definition
- Types & categories of requirements
- Fissure BA framework

ELICITATION OVERVIEW

- Elicitation defined
- Elicitation process

SETTING THE STAGE

- Understanding project background
- Root cause analysis
- Requirements scope overview
- Context diagrams
- Stakeholder analysis

ELICITATION TECHNIQUES (PROS, CONS & WHEN TO USE)

- Review existing documentation
- Interviews
- Surveys/questionnaires
- Job shadowing
- Facilitated sessions
- Prototypes
- Reverse engineering

PREPARING EFFECTIVE ELICITATION MEETINGS

- Roles & responsibilities
- Meeting types
- General principles
 - › Identify participants
 - › Agenda
 - › Ground rules

› Follow-up

› How to stay focused

EFFECTIVE COMMUNICATION

- Effective listening skills
- Determining stakeholder communication needs
- Effective questions

PREPARING FOR DIFFERENT TYPES OF ELICITATION WITH TIPS

- Review existing documentation
- Interviews
- Surveys/questionnaires
- Job shadowing
- Prototypes
- Reverse engineering

FACILITATION

- Facilitation defined
- Types of facilitated sessions
- Roles & responsibilities
- Facilitation techniques
- Facilitation tools
- Facilitator tips

FACILITATED SESSION WORKSHOP

- Prepare and plan session
- Execute facilitated session

DOCUMENTING & CONFIRMING REQUIREMENTS

- Document requirements
- Organize requirements
- Prioritize requirements
- Requirements reviews

MANAGE REQUIREMENTS

- Traceability
- Baselining
- Change control

SUMMARY

- Next steps
- Course evaluation

WHO SHOULD ATTEND

Project team members and stakeholders who participate in the requirements elicitation/gathering process. The workshop has a focus on those individuals who gather requirements in a multi-stakeholder environment, where various elicitation techniques may be used.

PRE-REQUISITES

Exposure to requirements elicitation within a project environment or Fissure's BA Foundation Simulation Workshop

OBJECTIVES

- Understand the role of a business analyst in the elicitation process
- Define a requirement
- Identify the various types of requirements
- Identify prerequisites to eliciting requirements
- Understand the key to effective meeting management
- Review pros and cons of various elicitation techniques
- Learn and apply skills for preparing for the various elicitation techniques
- Improve communication skills used in eliciting requirements
- Practice facilitation techniques using a case study
- Practice documenting the requirements
- Review ways to prioritize and select requirements
- Understand how to confirm, communicate, and manage requirements

INSTRUCTIONAL METHODS

Includes a mix of lecture, group discussions, individual practices and case studies.

Fissure is proud to partner with The University of Minnesota's Center for the Development of Technological Leadership (CDTL) to offer The Summit Certification.

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